

EXHIBIT B

Welcome

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Assistance

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Get español

(https://espanol.bcbsil.com

info)

links/language-

assistance)



**BlueCross BlueShield
of Illinois**

(https://www.bcbsil.com)



**BlueCross BlueShield
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Insurance Basics

Member Services

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Providers (https://www.bcbsil.com/provider)

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Feedback

Contact Us

Have you visited our **Frequently Asked Questions** page

(<https://www.bcbsil.com/member/member-resources/faq>)? There, you'll find information that can help you log in to and use your Blue Cross and Blue Shield of Illinois (BCBSIL) member account, understand your health insurance plan and answer some of our members' most common questions.

Individual & Family

Review the Individual and Family Contact Guide

(<https://www.bcbsil.com/content/dam/bcbs/retail/pdf/il/contact-guide.pdf>).

Medicare (65+)

I have questions about enrolling in Medicare:

1-877-213-1821 (tel:1-877-213-1821) (TTY **711**)

I have questions about enrolling in a new plan: I'm a Medicare Advantage member:

1-866-514-8044 (tel:1-866-514-8044)

1-877-774-8592 (tel:1-877-774-8592) (TTY 711)

Monday – Friday: 8:00 a.m. – 8:00 p.m. CT

Saturday: 8:00 a.m. – 6:00 p.m. CT

Sunday: 10:00 a.m. – 2:00 p.m. CT

I'm a Medicare Part D member:

1-888-285-2249 (tel:1-888-285-2249) (TTY 711)

I'm a member with a question for customer service:

I'm a Medicare Supplement member:

1-800-538-8833 (tel:1-800-538-8833)

1-800-624-1723 (tel:1-800-624-1723) (TTY 711)

Monday – Friday: 7:00 a.m. – 8:00 p.m. CT

Saturday: 8:00 a.m. – 5:00 p.m. CT

Sunday: Closed

I'm a Medicare-Medicaid member:

1-877-723-7702 (tel:1-877-723-7702) (TTY 711)

Monday - Friday: 8:00 a.m. – 8:00 p.m.

I want to make a payment:

Mail your payment to the address on your invoice or [learn about other convenient ways to pay your bill](#).
(<https://www.bcbsil.com/retail/pay-my-bill>)

Medicaid

I'm a member with a question for customer service:

1-877-860-2837 (tel:1-877-860-2837) (TTY/TDD: 711)

Speak with a live agent Monday - Friday: 8 a.m. to 5 p.m.

Self-service or a voicemail available 24/7.

I want to contact you by mail:

Employer-Offered Plans

I have an HMO Illinois®/Blue Advantage HMOSM plan:

Call Customer Service at the number listed on your member ID card.

I have a HMO Blue USA plan and want to find care while I'm away from home:

1-800-810-BLUE (2583) (tel:1-800-810-2583)

I have a PPO plan:

Blue Cross Community Health Plans
c/o Member Services
P. O. Box 3418
Scranton, PA 18505

Call Customer Service at the number listed on
your member ID card.

**I have a PPO plan and want to find care while
I'm away from home:**

I want to get help from the 24/7 Nurseline:

1-800-810-BLUE (2583) (tel:1-800-810-2583)

1-888-343-2697 (tel:1-888-343-2697)

(TTY/TDD: 711)

If you're having an emergency, please call 911.

Additional Contact Information

BCBSIL Headquarters

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Blue Cross and Blue Shield of Illinois

300 East Randolph Street
Chicago, Illinois 60601-5099

Pharmacy Program

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Membership and Claims Mailing Addresses

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Human Resources Inquiries

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Supplier Registration

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Producer Support

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Provider Support

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Employer Support

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Last Updated: Nov. 06, 2023

Insurance Basics**Buying a Health Plan****Member Resources**

Health Care Costs (/insurance-basics/understanding-health-insurance/understanding-costs)

How to Enroll for Health Insurance (/insurance-basics/understanding-health-insurance/how-to-enroll)

Log in to Blue Access for Members
(https://mybam.bcbsil.com/)

Types of Health Insurance Coverage
(https://www.bcbsil.com/insurance-basics/understanding-health-insurance/types-of-coverage)

Get a Quote/Browse and Buy Plans
(https://www.bcbsil.com/shop-plans/about-our-plans/overview)

Register for Blue Access for Members
(https://mybam.bcbsil.com/)

Get Free In-Person Help
(https://www.cvent.com/c/calendar/3b59c965-5e08-4dae-96f3-99315a3fe82f)

Premium Tax Credit Estimator
(https://www.bcbsil.com/insurance-basics/understanding-health-insurance/premium-tax-credit-estimator)

Pay My Bill
(https://www.bcbsil.com/individual-family-health-insurance/pay-my-bill)

Glossary (/insurance-basics/understanding-health-insurance/glossary)

Individual & Family Plans
(https://www.bcbsil.com/individual-family-health-insurance)

Federal Employee Program (FEP)
(https://www.bcbsil.com/fep)

FAQs (/member/member-resources/faq)

Medicare Plans
(https://www.bcbsil.com/medicare)

(http://www.facebook.com/bluecrossblueshielldofillinois)

(http://twitter.com/bcbsil)

(http://www.youtube.com/bcbsil)

(https://connect.bcbsil.com/)

(<https://www.linkedin.com/showcase/bcbsil/?viewAsMember=true>)

[Legal and Privacy \(/legal-and-privacy\)](/legal-and-privacy)

[Non-Discrimination Notice \(/legal-and-privacy/non-discrimination-notice\)](/legal-and-privacy/non-discrimination-notice)

[Accessibility \(/accessibility\)](/accessibility) [Careers \(/company-info/careers\)](/company-info/careers)

[Contact Us \(/member/quick-links/contact-us\)](/member/quick-links/contact-us) [Newsroom \(https://www.bcbsil.com/newsroom\)](https://www.bcbsil.com/newsroom)

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